DISCIPLINE: End User Support Tools

Discipline Roadmap for: End User Support Tools (Help/Service Desk)

Current	2 Years	5 Years
Baseline Environment	**Tactical Deployment**	**Strategic Direction**
Intuit (BlueOcean) Track-IT UniPress FootPrints Epicor Clientele Front Range HEAT BMC Remedy	**Minimum requirements:** Incident management; Change management; Service level management; Remote control; Open API; Web interface; Dashboard; Escalation; Ease of use; SQL database.	Market Watch

Shared	Agency
✓	✓

Retirement Targets	**Mainstream Platforms** (must be supported)
	Minimum requirements: Incident management; Change management; Service level management; Remote control; Open API; Web interface; Dashboard; Escalation; Ease of use; SQL database.

Containment Targets	**Emerging Platforms**
Intuit (BlueOcean) Track-IT – no API's	Market Watch

Implications and Dependencies

Recommend knowledgebase(s) to minimize problem resolution time and effort. Recommend self-service capability.

* Most important metrics - associated with customer satisfaction (# tickets per agent or other technical efficiency measures)

Roadmap Notes

Minimum standard to be reviewed annually after adoption by AOC.

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- **Discipline Boundaries:**
  - ❑ These are required minimums for Help Desk / Service Desk tools.
- **Discipline Minimum Standards:**
  Incident management; Change management; Service level manageme nt; Remote control;
  Open API; Web interface; Dashboard; Escalation; Ease of use; SQL database.

Migration Considerations:
  - ❑ Dependent on the product that data is being migrated to/from. If an API does not exist, migration could be costly.
- **Exception Considerations:**
  - ❑ None
- **Miscellaneous Notes:**
  - ❑ None
- **Established Date**
  - ❑ September 22, 2004
- **Date Last Updated:**
  - ❑ July 27, 2005
- **Next Review Date:**
  - ❑ July 2006